



Medi-Cal Learning Portal User Guide

Department of Health Care Services
California MMIS

Provider Relations Operations

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Preface

Revision History

Version	Date	Description	Author
1.0	10/03/2011	Initial version	LMS Administrator
2.0	09/04/2012	Added screenshots and clarified various sections.	LMS Administrator
2.1	10/22/2013	Updated step-by-step account creation instructions. Added revision history table.	LMS Administrator

Update Cycle

This document is updated and reviewed for accuracy at least every 365 days.

Copyright Statement

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User Requirements

Software

- Internet Explorer 6.0 and above
- Firefox 3.0 and above
- Safari 1.0 and above
- Adobe Reader
- Adobe Flash Player

Connectivity

- Broadband Internet Connection
- Pass the [Adobe Connect Connection](#) test

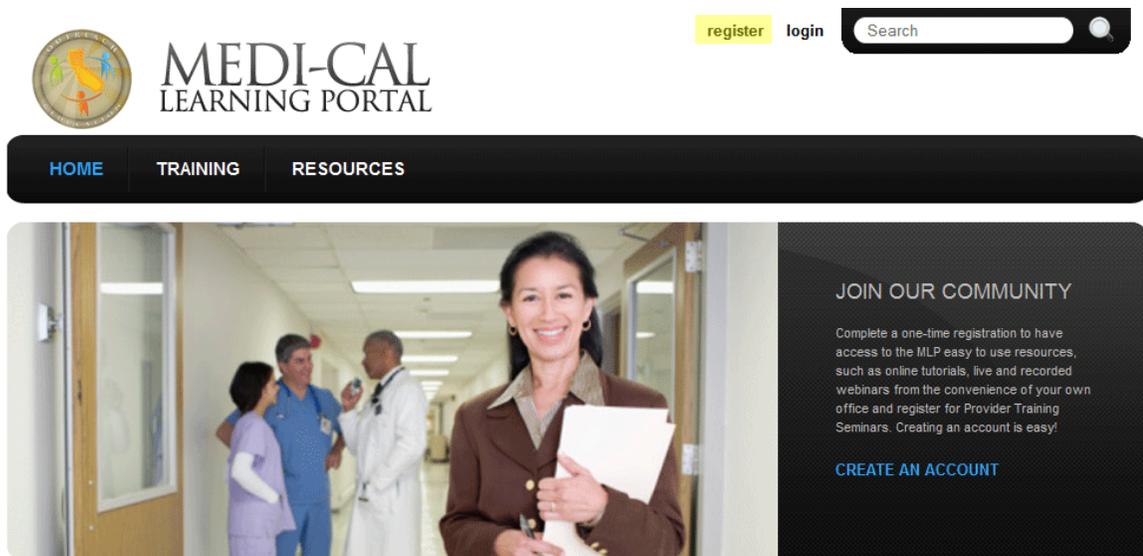
Creating a User Account

Overview

The Medi-Cal Learning Portal requires a one-time registration to have access to the MLP easy to use resources, such as online tutorials, live and recorded webinars from the convenience of your own office and register for Provider Training Seminars.

Step-by-Step

1. Visit the Medi-Cal Learning Portal at <http://learn.medi-cal.ca.gov>
2. Click the **register** link on the top right of the page



- Fill out the registration form on the **Registration** page.

Registration

Registration

First Name:*

Last Name:*

Email Address:*

Confirm Email:*

Type of User:*

Job Title:*

Street:

Street 2:

City:*

Country:*

State/Region:*

Postal Code:*

Telephone:*

Time Zone:*

Experience: How many years of experience do you have in providing, billing, or supporting Medi-Cal services?

Captcha Security Field:* For security purposes, please type the letters shown into the field below.

Accept Terms:* Check this box to indicate you have read and agree to the [Terms of Use](#) and [Privacy Policy](#) for this site. After you check this box, you will be able to submit your registration.

Warning

This is system that is for use by authorized users and is subject to being monitored and/or restricted at any time. Unauthorized or improper use of this system may result in administrative disciplinary action and/or civil and criminal penalties. By using this system you indicate your awareness of and explicit consent to these [Terms of Use](#) and [Privacy Policy](#).

HOME | TRAINING | RESOURCES

Medi-Cal Learning Portal © 2011-2012

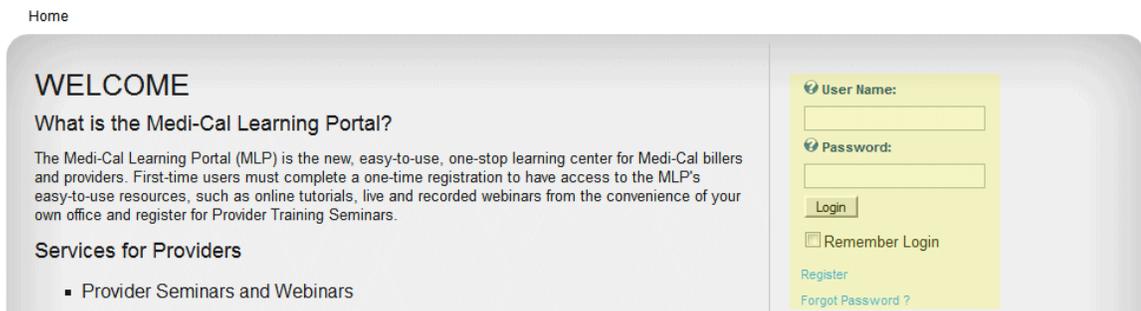
xerox

- To complete registration, click the **Accept Terms** box then the **Register** button on the bottom right of the page. Then, check your email for login credentials. You will be prompted to update your password after initial login.

Managing Your Account

Logging In and Out

1. Visit the Medi-Cal Learning Portal at <http://learn.medi-cal.ca.gov>
2. Enter your username and password on the right column of the home page then click the **Login** button.



3. Once you are logged in, you will see your profile name on the top right of the page.
4. To logout, simply click **logout** at anytime on any page.



Forgot Your Password?

1. If you have forgotten your password, click **Forgot Password** from the home page.

Updating Your Password

1. Click your username on the top right of any page, click **Edit Profile** and then **Manage Password**.
2. Enter your old password once, enter your new password twice then click **Update**.

Note: your new password must be at least 7 characters.

Updating Your Profile

1. Click your username on the top right of any page, click **Edit Profile** and then **Manage Profile**.
2. Update your profile as necessary then click **Update**.

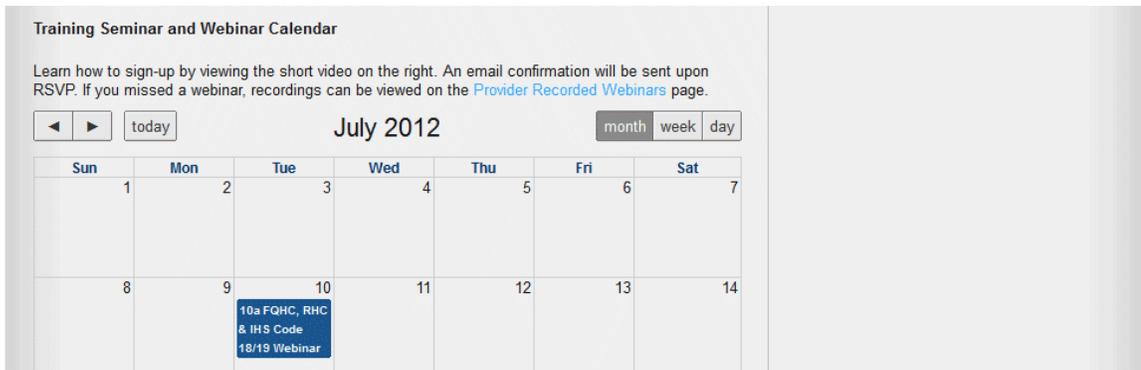
Updating Your User Credentials

1. Click your username on the top right of any page, click **Edit Profile** and then **Manage User Credentials**.
2. Update your email in the **Email Address** field then click **Update**.

Training Instructions

Registering for Provider Seminars/Webinars

1. Create an account and/or login on the [Medi-Cal Learning Portal](#) website.
2. Hover over **Training** in the menu bar then click **Training Calendar**.



3. Select one of the events listed in the calendar then click the **RSVP** button. An email confirmation will be sent upon RSVP.



Viewing Provider Recorded Webinars

1. Create an account and/or login on the [Medi-Cal Learning Portal](#) website.
2. Hover over **Training** in the menu bar then click **Recorded Webinars**.
3. Select one of the recordings.

Provider Recorded Webinars	HIPAA 5010 Provider Recorded Webinars
<p>The recorded webinars are available 24/7 for your convenience. The recordings are from the most recent provider webinars.</p> <ul style="list-style-type: none">■ Allied Health Common Denials Recorded Webinar■ Child Health & Disability Prevention Recorded Webinar■ Claims Follow-Up Recorded Webinar■ CMS-1500 Claim Form Recorded Webinar■ Comprehensive Perinatal Services Program Recorded Webinar■ Durable Medical Equipment Recorded Webinar■ eTAR (Inpatient Hospital Days and Home Health) Recorded Webinar	<p>The recorded webinars are available 24/7 for your convenience. The recordings are specific to HIPAA 5010 implementation.</p> <ul style="list-style-type: none">■ HIPAA 5010 270/271 Transactions Recorded Webinar■ HIPAA 5010 276/277 Transactions Recorded Webinar■ HIPAA 5010 835 Transactions Recorded Webinar■ HIPAA 5010 837I Transactions Recorded Webinar■ HIPAA 5010 837P Transactions Recorded Webinar■ HIPAA 5010 Pharmacy Transactions: NCPDP D.0/1.2 Recorded Webinar

4. Click the **View Recording** button at the bottom of the page.

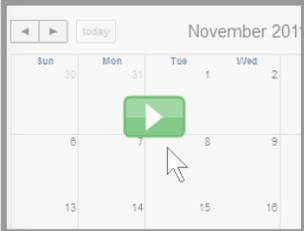
Allied Health Common Denials Recorded Webinar

The purpose of this class is to familiarize participants with an overview of the most common denial messages when billing for Allied Health on the CMS-1500 claim form and provide billing advice and appropriate follow-up procedures for these denials.

[View Recording](#)

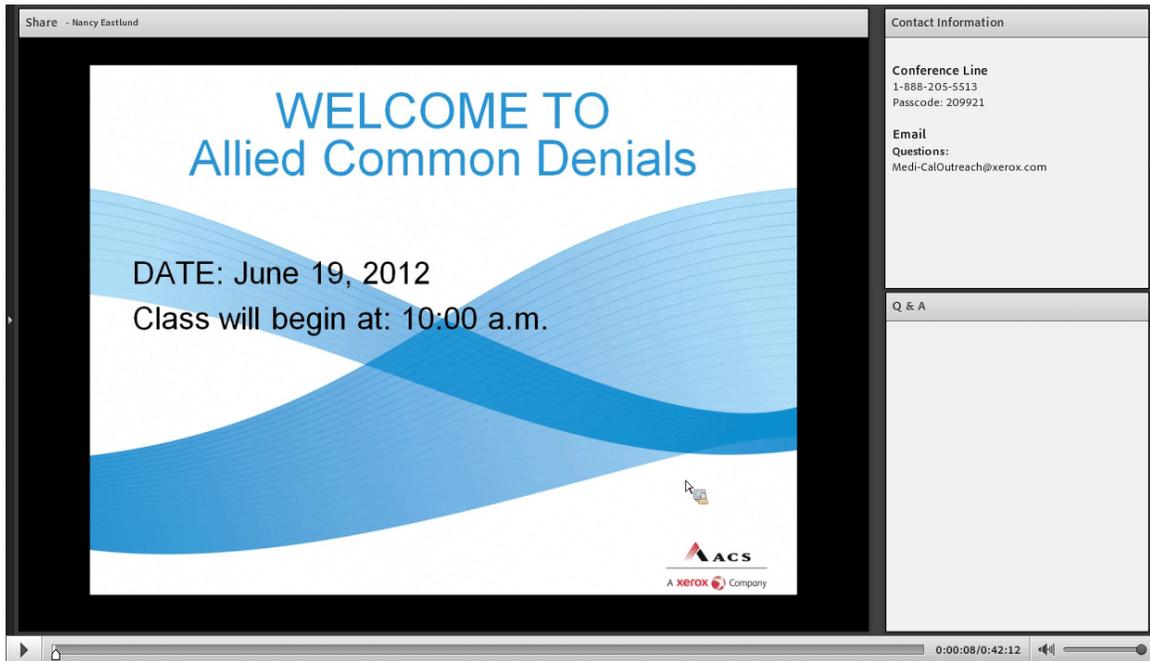
Register for Training

Learn how to RSVP for available Medi-Cal seminars or webinars below.



Sun	Mon	Tue	Wed
30	31	1	2
6	7	8	9
13	14	15	16

5. The recording will open in a new window or tab. You can now start learning!



6. To close the recording, simply close the window or tab of your browser.

Viewing eLearning Tutorials

1. Create an account and/or login on the [Medi-Cal Learning Portal](#) website.
2. Click **Training** in the menu bar then select one of the tutorials in the right column.

HOME TRAINING RESOURCES

Training

Provider Training

Provider Training Seminars and Webinars offer basic and advanced billing courses for all provider types. Seminars are held throughout California and have billing assistance service at no cost at the Claims Assistance Room (CAR). Providers are encouraged to bring their more complex billing issues and receive individual assistance from a Regional Representative. Webinars are available online upon registration. For more information call the Telephone Service Center (TSC) at 1-800-541-5555.

Get Started

1. You must [create an account](#).
2. After logging in, you will be able to:
 - View the eLearning tutorials
 - View the class list and sign-up for the seminars
 - View descriptions, dates and sign-up for webinar classes
3. An email confirmation will be sent upon RSVP.

eLearning Tutorials

Take on-demand tutorials in the comfort of your home or office at your own pace and time. Benefit by reducing billing errors and train new staff immediately.

- [Breast & Cervical Cancer Treatment Program \(BCCTP\) Tutorial](#)
- [Claims Follow-Up Tutorial](#)
- [CMS-1500 Claim Form Tutorial](#)
- [Common Denials Tutorial](#)
- [Computer Media Claims \(CMC\) Tutorial](#)
- [Crossover Claims Tutorial](#)

Webinar Classes

Below is a list of available webinar classes for June 2012. To RSVP for multiple webinar classes, view the [Training Calendar](#) page.

- [Allied Health Common Denials Webinar](#)
- [California Children Services \(CCS\)](#)

Provider Seminars

Below is a list of available provider seminars. To RSVP for multiple seminars, view the [Training Calendar](#) page.

[07/17/2012: Redding Provider Seminar For Medical, Long Term Care, Inpatient/Outpatient, HAP & CCS providers](#)

3. Click the **View Tutorial** button at the bottom of the page.

Breast & Cervical Cancer Treatment Program (BCCTP) Tutorial

The Breast & Cervical Cancer Treatment Program (BCCTP) application process overview eLearning tutorial will give you a better understanding of the online submission of the BCCTP Enrollment Application on the Medi-Cal website.

[View Tutorial](#)

Register for Training

Learn how to RSVP for available Medi-Cal seminars or webinars below.

November 2011

Sun	Mon	Tue	Wed
30	31	1	2
6	7	8	9
13	14	15	16

- The tutorial will open in a new window or tab. You can now start learning!

The screenshot displays the 'Claims Follow-up' eLearning tutorial interface. On the left is a navigation sidebar with an 'Outline' tab selected, showing a list of slides: '1. Home' (00:20), '2. Introduction > ...' (00:20), '3. Introduction > ...' (00:20), '4. Introduction > ...' (00:20), and '5. Objectives' (00:20). A timer at the bottom of the sidebar indicates '18 Minutes 39 Seconds Remaining'. The main content area features a blue header with the text 'Medi-Cal eLearning Tutorials' and 'Claims Follow-up', alongside the Medi-Cal logo. The central graphic shows three overlapping cards, with the top-left card reading 'Claims Follow-up'. Below this, a text box states: 'The Claims Follow-up eLearning tutorial provides an overview of the options available to providers to follow-up on claims that have been submitted for payment.' A prominent blue button labeled 'Start the Tutorial' is centered below the text. The bottom of the interface includes a blue footer with the URL 'www.medi-cal.ca.gov', a 'PRINT' button, and a video player control bar showing 'Slide 1 / 56 | Stopped' and a timer at '00:00 / 00:20'.

- To close the tutorial, simply close the window or tab of your browser.